

Program Year 2022

*WIOA Annual Statewide
Performance Report*



Iowa Workforce
Development



On behalf of Iowa Workforce Development, we are pleased to submit Iowa's Workforce Innovation and Opportunity Act (WIOA) Annual Performance Report Narrative for Program Year (PY22), covering services provided from July 1, 2022, through June 30, 2023.

This program year presented many challenges for the workforce delivery system in Iowa, but also proved to be extremely rewarding as Iowa continues to make progress in many areas to ensure not only compliance with the Workforce Innovation and Opportunity Act, but to streamline efforts, provide effective technical assistance and strengthen relationships to provide better services to Iowans.

Iowa is committed to addressing workforce challenges in the state, and to continually assess and refine practices to reinforce service integration and ensure job seekers and employers receive dynamic and effective services to meet their needs.

Our mission continues to be "serving Iowans", and throughout this report you will find examples of how we continue to accomplish this through programming, partnerships, and service delivery practices.

Sincerely,

A handwritten signature in cursive script that reads "Michelle McNertney".

Michelle McNertney
Division Administrator
Workforce Services
Iowa Workforce Development

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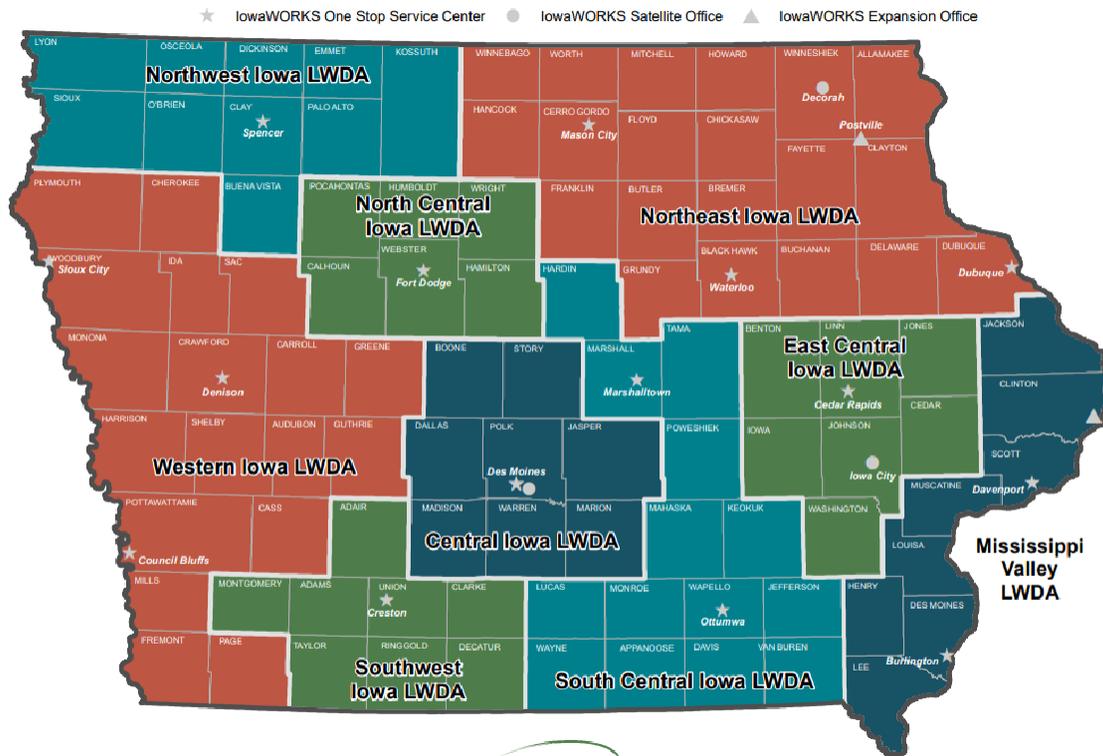
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Dissolution of Local Areas in Iowa

In December 2022, the Western Iowa Local Workforce Development Area inquired about refusing WIOA Title IB funds. After working with the United States Department of Labor, Employment and Training Administration, in January 2023 Iowa Workforce Development (IWD) issued technical assistance to answer the question and provide guidance on how to proceed if the Chief Elected Officials of a local area chose to refuse funds and cease operating as a local workforce development area.

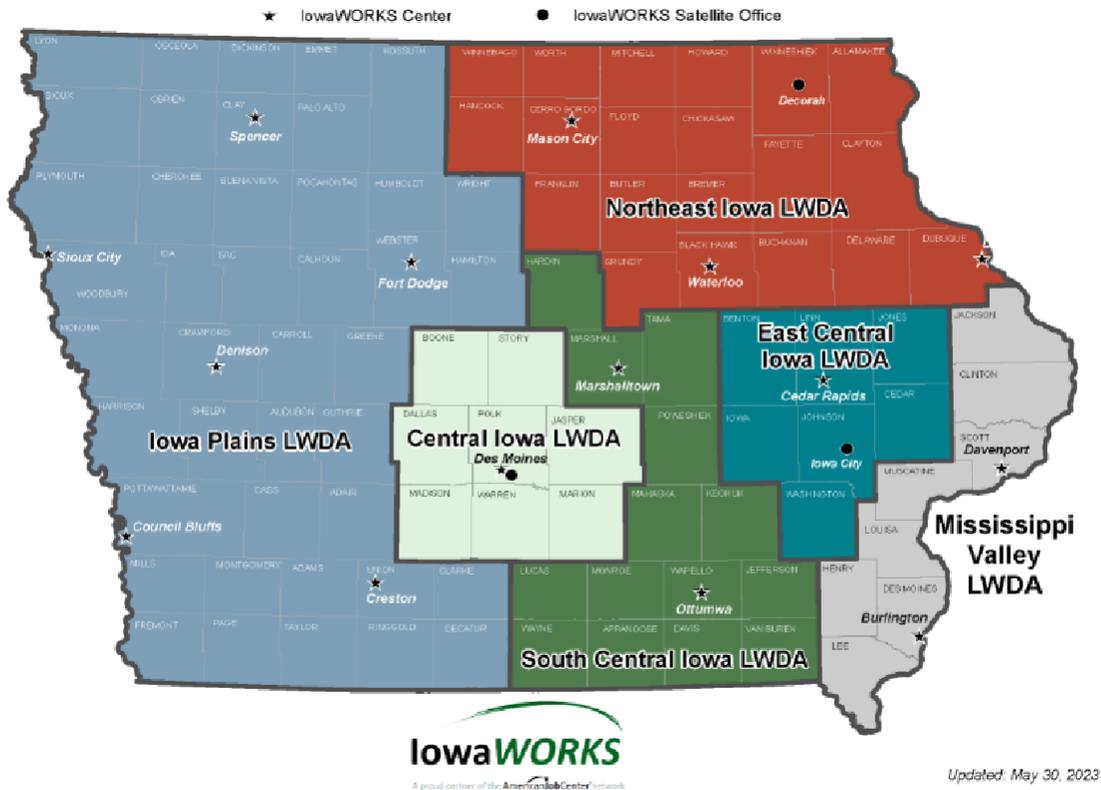
As a result, IWD received notification from four local areas of their decisions to refuse Program Year 2023 WIOA Title IB funds, and therefore dissolve as local areas. Those included: Western Iowa, Southwest Iowa, Northwest Iowa, and North Central Iowa Local Workforce Development Areas.

IWD contacted the contiguous local areas Northeast Iowa, Central Iowa, and South Central Iowa to determine if there was interest to absorb or combine with any of the dissolving local areas, however there was not. To ensure continuity of service for the constituents of Northwest Iowa, North Central Iowa, Western Iowa and Southwest Iowa, IWD assumed responsibility for providing Title I program services in these areas on July 1, 2023 - PY23.



Updated September 27, 2022

9 Local Workforce Development Areas: Effective July 1, 2020 – June 30, 2023



6 Local Workforce Development Areas: Effective July 1, 2023

Local Area Waivers

Iowa has had a waiver in place for several program years of WIOA section 121(d)(2)(B) that the one-stop operator be “located in the local area.” Since the inception of WIOA, this waiver has allowed Iowa additional flexibility in supporting local areas in securing One-Stop Operators (OSO). During PY22, four local areas continued to take advantage of this waiver. Those local areas included Northwest, North Central, Northeast, and Western. These local areas, as well as Central Iowa, utilized State Public Policy Group (SPPG) as their OSO. During PY22, contracts were terminated with SPPG in all five local areas in Iowa for which they had been providing OSO services for.

Iowa has concluded that although this added flexibility was beneficial during the preceding program years, the waiver did not add any long-term value for the local areas using it during this program year. Iowa will no longer request this waiver and IWD continues to provide support to the existing local areas to procure an entity within their local area to serve as the OSO.

Effectiveness in Serving Employers

PY22 continued to see growth in providing services to business. The WIOA core partners collected data to measure the effectiveness in serving employers across the state. Iowa measures Employer Penetration Rate and Repeat Business Customer Rate.

Core partners at Adult Education, Vocational Rehabilitation, and the Department for the Blind use a temporary external data collection tool to allow the partners to collect and report on effectiveness in

serving employers measures due to use of separate data management systems. Data is then aggregated, de-duplicated and compiled to report these performance measures.

PY22 data for Employer Penetration Rate was 6.0%, up from 4.2% PY21 and 7.3% reported in PY20. Repeat Business Customers Rate for PY22 was 19.4% down from 37.2% in PY21 and 16.2% in PY20. Employer Penetration Rate is on the rise following a dip during the pandemic time period. During this reporting period, we increased focus on visits to employers who may not have received services for an extended period of time increasing awareness of IWD's services to all businesses. The reporting time period this reporting cycle included 4/1/2021 - 3/31/2022. This includes quarters impacted by the pandemic as workers began to return to work and businesses reopened. During the pandemic, AJC staff focused on providing unemployment insurance assistance as an emergency response during high unemployment due to the pandemic, as well as temporary business closures during the pandemic shut-down. While this was still the case for a portion of this reporting period, this reporting period also included recovery from the pandemic. America's Job Centers reopened in early fall of 2021, allowing business services to begin the return to pre-pandemic business service delivery.

The penetration rate is marked by an increase from PY21. It is estimated that business establishments included in employer penetration rate may not always translate to actual business growth. In PY22 reporting time period, many businesses were adjusted to pandemic conditions with an increasing number of workers teleworking from home. These establishments were typically reporting individuals as separate operating locations after they started working from home whereas they may have previously been reported in one business establishment. This was particularly true in private service industries, typically with higher education workforces.

Repeat Business Customers reflects business customers that received an employer service in the prior three years to the reporting period and of those, how many employers received an employer service in the current reporting period (4/1/2021-3/31/2022). While this measure reflects an increase in the denominator as businesses sought assistance pre-pandemic, the numerator, businesses receiving employer services in the current reporting period 4/1/2021 – 3/31/2022 (during the continued pandemic recovery) reflect fewer services to business. Iowa recognized a couple of reasons for this.

First, Iowa embarked upon an initiative in the fall of 2022 to integrate our Business Engagement teams with all core partners to increase employer satisfaction and decrease duplication of services. Business Engagement Consultants (BECs) cover each of our IowaWORKS Centers and provide high-level services to employers across the state. These BECs assist with the development of Registered Apprenticeship programs as well as help businesses solve critical human resource related issues, including best practices for hiring underrepresented and untapped populations.

Business Engagement Career Planners meet one-on-one with "work ready" customers who have expressed interest in receiving additional assistance finding meaningful employment. These career planners facilitate, along with other services, mock interviews, and job development for these work ready participants.

Secondly, during the pandemic recovery, Iowa recognized a need to provide training to all staff for recording services to business. Following the shift in focus of most staff to Unemployment Insurance efforts during the pandemic, and during the recovery time period following, staff could benefit from training to reenergize and ensure all services to business are being recorded.

In addition, the State Workforce Agency at the behest and direction of the Governor has stood-up the Business Engagement Division under which the many of the efforts related to the “Effectiveness in Serving Employers” can be coordinated. This agency and statewide coordination include not only employer penetration rate and repeat business customers; but also emphasizes the integration and strategic service delivery to targeted populations such as persons with a disability, veterans, new Americans, and those who experience reentry from corrections among others. The robust service delivery model to job seekers is also aligned with a variety of recruitment and retention activities available to employers including; but not limited to career fairs, ADA and Disability-inclusion trainings, Work-based learning opportunities, tax-credits, and federal bonding. *Attachment 1 – Effectiveness in Serving Employers*

Program Evaluation

Evaluation on activities under WIOA Title I

Research and strategic planning efforts took place throughout program year 2022 in relation to WIOA Title I Evaluation. Iowa has routinely engaged in bi-monthly Evaluation Meetings hosted by U.S.DOL, and participated in one-on-one technical assistance sessions, which early in the program year assisted Iowa in learning more about the requirements, expectations, and best practices of WIOA Title I Evaluation. As included in the State Plan, Iowa planned to engage in research and planning during PY22, with an intention of beginning evaluation in PY23.

Currently, Iowa Workforce Development (IWD) has an MOU in place with Iowa State University and Iowa’s Integrated Data System for Decision Making (I2D2) to assist with WIOA Title I Evaluation in accordance with 20 CFR § 682.220. The project will begin with a pilot and planning effort to evaluate Iowa’s WIOA Title I programs between May 1, 2023, through December 31, 2023. IWD’s Workforce Services Division is responsible for overseeing this work and has dedicated \$41,023.00 of state set-aside funds to support the initial planning phase of this project.

The planning phase includes the following:

- A comprehensive inventory of existing administrative data systems that contain relevant information to inform study of Iowa’s WIOA Title I programs.
- Acquire WIOA datasets from IWD and conduct a rigorous quality exploration to inform future data collection and evaluation efforts. Secure datasets and existing data documentation, profiling dataset contents, exploring patterns within data, and developing preliminary codebooks to aid development of analytic/evaluation approaches.
- Development of an evaluation plan that includes scope of possible evaluation questions that can be addressed with IWD data and possibly with other I2D2 data holdings, datasets, and elements necessary to address IWD priority questions, proposed analyses, evaluation timelines, and budget estimates for the work to address IWD’s evaluation goals.

Re-Employment Services and Eligibility Assessment (RESEA) Evaluation

The United States Department of Labor (DOL) requires each state that participates in the RESEA program to conduct an impact evaluation. Specifically, the evaluation must be designed to provide evidence of a causal relationship between program interventions and outcomes.

The RESEA program is administered in all IowaWORKS Centers. The program assists individuals receiving unemployment benefits to return to work (RTW) and reduces the time an individual receives

unemployment benefits by providing re-employment services. The RESEA theory of change holds that unemployed individuals reenter the workforce at a more rapid rate when provided reemployment services and unemployment insurance requirements are enforced. These individuals also engage in more reemployment services, are referred to more partner programs/services, receive more individualized resume assistance and have more able and available issues resolved.

Iowa's RESEA program is currently structured to allow in person and virtual initial appointments and reemployment services. Program staff theorize that expanding the method to receive virtual services will increase the participation of initial appointments and reemployment services. Iowa offers additional individualized RESEA meetings and believes this will assist the customer to update their reemployment plan, gain additional reemployment services, obtain more referrals to partner programs/services and can troubleshoot job-seeking issues with their RESEA Career Planner.

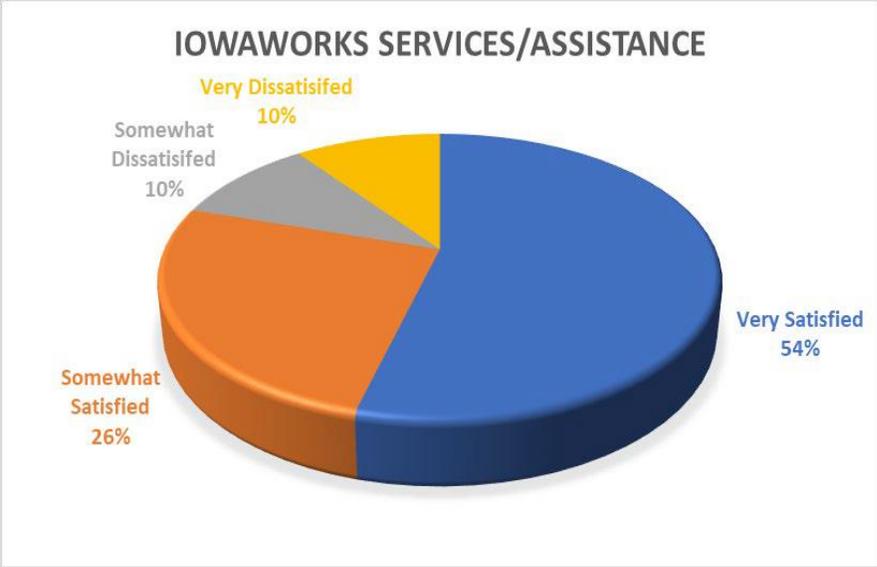
The overall objective of this evaluation is to assess the effect of the RESEA program on individuals receiving unemployment insurance benefits who are required to look for employment. Iowa has secured a professional evaluator and the evaluation started October 2022. The data collection will conclude December 31, 2023.

Customer Satisfaction

Iowa is now collecting customer satisfaction surveys through our data management system. State staff and local one-stop operators worked together to use one survey for customers, so all one-stops are using the same type of data. One-stops operators and the LWDA can access survey results in real time and analyze the data for the local office. The survey is sent out twice a month for those individuals who received the following services in the 15 days prior to the survey date: Career Counseling, Development of an OBA, Labor Market Information, Labor Market Information- Youth Only Service, and Self-Service Job Search. The first six months of this program year those who registered two weeks prior to the survey date were also surveyed, however, it was determined this sample was providing duplicate survey results and this sampling was discontinued.

72,932 individuals received the customer satisfaction survey over the past year. Individuals receive the survey via their desired contact method through the data management system and within the message system. Iowa has a 4% response rate for the individuals survey. Iowa has also added a customer satisfaction survey to each individual user dashboard as they are able to fill out at any time instead of waiting for the survey to be sent to them depending on services received to improve response rates.

The individual response results show that overall individuals are very satisfied with our services/assistance and IowaWORKS staff. Individuals rated our technology a little more evenly over very satisfied and something satisfied. Iowa is in the process of updating websites and our unemployment system so there will be a more streamlined technology. Iowa was able to increase if employment services were offered to individuals from 40% in the first six months to 62% in the final six months of the program year.



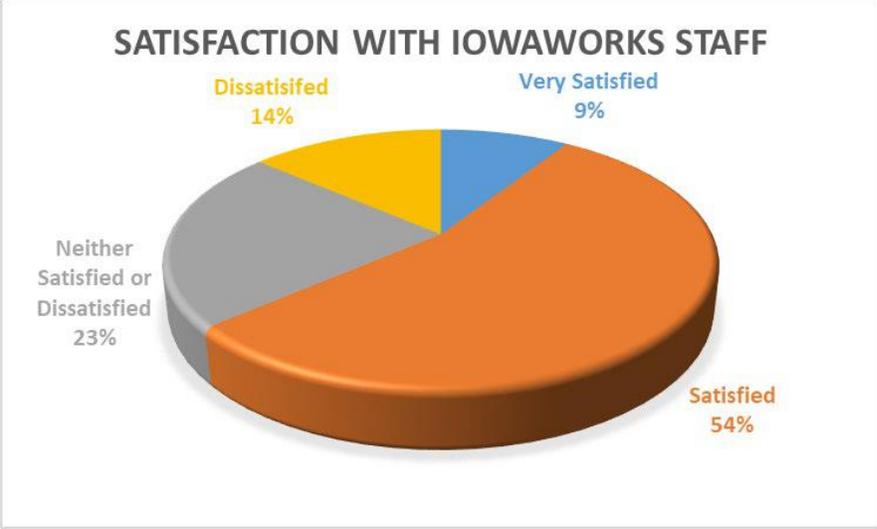
Data from the customer satisfaction survey found that customers are 54% very satisfied with service or assistance they were receive at an IowaWORKS center, 26% were somewhat satisfied, 10% were somewhat dissatisfied and 10% were very dissatisfied.

One stop operator's and LWDB's continue to look at survey results monthly allowing for more real time changes from previous years

of collecting results outside the data management system. Iowa will continue to work as a group to evaluate the responses and rate of response as a state. Iowa hopes to see having the survey available on individual's dashboard will increase responses.

A similar survey was sent to 4406 Iowa employers, of which 49% were verified delivered (2146). We received 142 responses for a response rate of 3.2%. PY21 in comparison, 3451 were sent, 3000 verified delivered with 81 responses for a response rate of 2.7%

For PY22, the customer satisfaction survey included delineation of what services are being accessed and the method that employers are accessing those services. Responses were provided by selecting a range of one through five, with the higher numbers representing higher satisfaction. *Attachment 2 – PY22 Customer Satisfaction Survey Results.*



Data from the employer satisfaction survey found that employers are 9% very satisfied with assistance that they received from staff, 54% satisfied with assistance, 23% were neither satisfied or dissatisfied, and 14% were dissatisfied.

Iowa recognizes the importance of customer satisfaction and is committed to look at

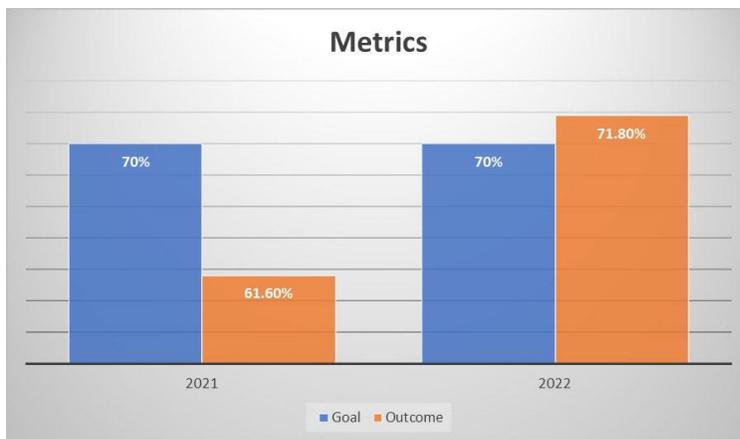
opportunities to increase survey participation. Continued planning is underway to increase the consistency and timeliness of delivery of the customer satisfaction survey. Iowa began more timely delivery of surveys through most of PY22. PY22 with planned delivery at minimum monthly. While this

is anticipated to provide timelier and effective survey delivery, it is also anticipated moving forward, customers may opt out to receiving survey requests adversely affecting number of returned surveys.

Progress Made in Achieving State Strategic Vision and Goals

Iowa's vision and goals are focused on ensuring Iowa's workforce partners collaborate to build a talent pipeline of skilled workers. Focus has included ensuring youth and other individuals with barriers to employment receive services needed so to grow and prosper in Iowa's workforce, while simultaneously ensuring we are meeting the needs of our employers.

One major initiative that was adopted to meet these goals included the Future Ready Iowa Act. The goal of Future Ready Iowa is to connect Iowans to education and training required for good paying jobs and careers to improve people's lives – and to have 70 percent of Iowans with education and training beyond high school by 2025.



Data from Iowa's 2021 Laborshed study found that 61.6% of Iowans have completed certificates or education or training beyond high school. Remarkably, the 2022 Laborshed data showed that 71.8% of Iowans completed certificates or education and training beyond high school.

Rapid Response and Layoff Aversion

Iowa developed an Iowa Workforce System Rapid Response Process and Procedure guide and implemented as of July 1, 2022. In the guide it outlines Rapid Response when it comes to layoff aversion techniques as well as what happens when a company is closing or holding layoffs. Local areas were also asked to identify Local Rapid Response Teams in which they are working together across all WIOA programs to provide services to the employer and employees in Iowa. Monitoring on Rapid Response activities will not be including in the yearly monitoring of the Local Workforce Development Boards. This next year will focus on activities when rapid response activities are being provided when a layoff or closure has occurred.

Through layoff and business closing, Iowa provided services to 77 employers through 99 events. During these events, Iowa offered rapid response services to 4,457 employees. Our meetings with employees are offered in person or virtually and are tailored to each. Our Local Rapid Response Team also works with the business consultants to provide targeted job fairs for the affected workers.

Iowa has been working on an Incumbent Worker Training (IWT) project with two local areas as well as a statewide project to begin using this as a layoff aversion technique. Due to not all local areas at a point

to set funds aside for local IWT, a statewide project is also being developed. The programs will work in conjunction with each other focus on local in demand industries in the local areas as well as statewide.

Business Engagement Strategies

In January 2022, Governor Reynolds announced the creation of a new Business Engagement Division within IWD designed to serve as a “one-stop shop” to provide individualized assistance to employers. IWD launched the Business Engagement Division on September 1, 2022, with the goal of helping employers navigate this landscape of 132 workforce-related programs, spanning 10+ agencies all while also providing centralized oversight and training for IWD staff providing outreach services to employers across the state.

Leadership within Business Engagement serves in the following ways:

- Supervision and Administration of Business Engagement Consultants and the programs within Business Engagement Division.
- Dedicated and ongoing collaboration with the Local Workforce Development Boards (LWDBs), Sector Partnerships, Intermediary Networks, local economic developers, and employer-facing partnerships.
- Strategy development for State Apprenticeship Agency and Disability Engagement Bureau.
- Leadership and/or strategy development for all the following:
 - State Apprenticeship Agency and Apprenticeship Programs (15B and 15C)
 - Disability Engagement Bureau
 - Business Engagement Consultants and employer-facing outreach
 - Sector Partnerships, Intermediary network,
 - 260 E, 260 F, 260 G,
 - Internships

Business Engagement Consultants (BECs)

The Business Engagement Division deployed a team of Business Engagement Consultants to proactively serve employers throughout the state. Regionally located, the BECs within the Business Engagement Division serve employers at the speed of business, providing guidance, resources, and responsive workforce solutions to meet the needs of Iowa’s growing economy. This consultative approach to serve employers assists with all the following:

1. Addresses workforce needs regardless of where the employer is at in the business cycle – exploring and building; surviving a slowdown; or expanding and developing.
2. Educates employers on the state and federal programs and resources available to them within IWD, their local American Job Center and their Local Workforce Development Board.
3. Introduces and provides training to employers on additional and untapped talent pipelines and populations in their region.
4. Connects employers to contacts within other state agencies, economic developers, nonprofits, community colleges and other training and workforce resources.

Originally launched on September 1, 2022, the Business Engagement Division is directed by the goal of helping employers navigate the landscape of workforce-related programs. To that end, the Business Engagement Division set annual goals for 2023 which include:

- 5,000 Total Employers Engaged
- 2,500 *New* Employers Engaged

The Business Engagement Division exceeded the goal for total employers engaged in October 2023 and anticipates reaching the goal of engaging new employers as of this writing. As of early November, the employer-focused team achieved conducted 5322 proactive, meaningful employer visits and provided 18,570 services. Further, in support of the Vision of WIOA to “increasing the prosperity of workers and employers” the Business Engagement has been active in optimizing the connections between Job Seekers and Employers; especially those targeted in legislation such as veterans, re-entry, and persons with a disability.

The Establishment of the State Apprenticeship Agency

In federal fiscal year 2023, Iowa registered 5947 new apprentices and 169 new programs. Data from the U.S. Department of Labor/Office of Apprenticeship recently revealed that in federal fiscal year 2022, Iowa reached a record level of 9,954 active apprentices and created the highest number of new programs in the country. Iowa has also expanded RA programs in healthcare, information technology, and advanced manufacturing along with increase the traditional RA occupations within the skilled trades. Iowa’s leadership also sparked an expansion into new apprenticeships in health care, education (teacher/paraeducator), and other non-traditional occupations. The state of Iowa has been successful in growing its registered apprenticeships and the number of registered apprentices, as demonstrated in the chart below.

	FFY 22	FFY 23
New Programs	163*	169
Active Programs	890	957
New High School Programs	16	10
IWD Create Programs	38	63
Employers Engaged	1988	2136
Total Apprentices	9731	9954
Total HS Apprentices	204	293
Total New Apprentices	5402	5947
Certificates Awarded	1870	1946

By 2025, we are committed to:

- Increase the number of Registered Apprenticeship programs by 15% by December 31, 2025.
- Increase the number of High School Apprentices by 25% by December 31, 2025.
- Increase the number of Registered Apprenticeship completers by 10% by December 31, 2025.

Disability Engagement Bureau

Under the Workforce Innovation and Opportunity Act (WIOA) greater inclusion of persons with a disability is an imperative under the law and is a shift for the entire Workforce system. Across the United States 1 in 5 individuals experience a disability. To demonstrate a commitment to its the mission to “serve all Iowans”, Iowa Workforce Development (IWD) created a “Disability Engagement Bureau” under its Division of Business Engagement in 2022.

The national unemployment rate for persons with a disability in 2022 was 7.6% vs 3.5% for persons without a disability. In addition, approximately only 21% of persons with a disability report any type of employment compared to over 65% of persons without a disability. The Disability Engagement Bureau will engage with businesses across the state to determine customer needs and ensure effective delivery of workforce training and education programs to lead to competitive, integrated employment.

To better support working with employers, industry trade groups, and associations statewide to increase capacity for full inclusion of person with disability into the larger workforce, IWD and partners participated in a 2-week training program called WINDMILLS. The WINDMILLS curriculum is designed to empower and equip Workforce professionals, Human Resource staff, managers, and supervisors to become more efficient and effective in assisting individuals with disabilities move to high quality and self-sufficient employment. This initiative has resulted in the formation of a WINDMILLS Training Committee which will guide ongoing disability inclusion activities both within the agency and to external partners, including employers.

The Disability Engagement Bureau will devote attention to encourage and equip employers to hire those with disabilities and better partner with IVRS. One large part of this role will be to reduce the time to hire for those with disabilities who are job ready status. Currently that number is more than 270 days.

Work-Based Learning

One key priority includes expansion of Work-Based Learning opportunities and to assist every high school to offer registered apprenticeship opportunities by the 2025-2026 school year.

To support this, intensive registered apprenticeship outreach will be conducted to business, industry, economic development organizations, high schools, higher education entities, nonprofits, Area Education Agencies, etc. A strategic marketing campaign will accompany these efforts by promoting high school registered apprenticeship, quality pre-apprenticeships and internships, along with a clearly designated location where employers, schools, students, and parents can request assistance. Lastly, a Work-Based Learning Team – led by IWD and the Governor’s STEM Advisory Council will be established to set additional goals for expanding work-based learning strategies to meet those goals.

The statewide work-based learning intermediary network is another program which prepares students for the workforce by connecting business and education, offering work-based learning activities to both students and teachers. Services include career awareness activities, career exploration activities, career preparation activities, and training opportunities. Previously, Iowa Department of Education had responsibility of administration of the program, however effective November 2022 this shifted to Iowa Workforce Development which will further strengthens the alignment of similar programming.

SNAP Employment and Training (E&T) is a voluntary program for Supplemental Nutrition Assistance Program (SNAP) recipients. The program offers recipients job seeking skills, classroom training, and structured employment search, at no cost to participants.

SNAP E&T services are a combined effort between the Iowa Departments of Health and Human Services (HHS) and Workforce Development (IWD), and community partnerships. HHS determines participant eligibility and provides oversight to IWD who is the administrative intermediary for the program. This provides for more seamless services for customers. The program is planned to expand opportunities for Iowans and empower them to achieve sustainable wage employment through training, employment services, and job readiness activities in all 99 counties by December 31, 2025.

Policy Development

Iowa has a team of core partners that come together on a regular basis, as frequently as weekly, to collaborate to develop policy and provide technical assistance guidance for the State's workforce system and to advance the vision and goals of the State Workforce Development Board (SWDB). During this program year, the group worked on policy, consultation, guidance, and training related to Infrastructure Funding Agreement (IFA). Iowa has been cited for non-compliant Memoranda of Understanding (MOU's) related to the IFA throughout this program year, and previous program years. Implementation of this policy and guidance will assist the system in ensuring not only compliance, but that the system is funded appropriately to provide Iowans required WIOA services.

Iowa's Performance Accountability System

Iowa's Performance Measures, Goals and Progress

Attachment 3 – PY22 Negotiated Performance Levels and Program Progress and Results.

Local Performance Results

A tableau dashboard has been created to provide a visual representation of WIOA performance outcomes for the State of Iowa and the local workforce development areas. Key data points include:

- Performance Measures (negotiated vs. actual)
 - Employment Rate – 2nd Quarter after Exit
 - Employment Rate – 4th Quarter after Exit
 - Median Earnings – 2nd Quarter after Exit
 - Credential Attainment
 - Measurable Skills Gains
- Investment vs. Return on Investment
 - Participant and Expenditure Date
- Unemployment rate by local workforce development area

Data currently includes WIOA Title I Adult, Dislocated Worker, and Youth programs and WIOA Title III Wagner-Peyser. It can be filtered by program year and either quarterly or annual assessment outcomes. The dashboard is public-facing and can be found at:

<https://public.tableau.com/app/profile/iowalmi/viz/WIOAPerformanceOutcomes/WIOAPerformanceOutcomes>

Data Validation

The state's approach to data validation has been formalized to ensure data integrity is an ongoing priority. Annual data element validation is conducted to ensure the data elements and data in participant records are accurate to maintain system integrity, ensure completeness of data and to identify and correct specific issues associated with the reporting process.

According to TEGL 7-18 and TEGL 23-19, Change 1 updated data validation policy has been drafted, and updates based on TEGL 23-19, Change 2 are currently being drafted. Annual training has been completed. This process includes quarterly reviews to monitor for data errors, missing data, out-of-range values and anomalies including ongoing use of the Quarterly Report Analysis tools. Iowa's new IowaWORKS data management system has data validation tools that have been incorporated into these processes and utilized. Implementation of data validation policies and procedures became effective during PY20 and continue to be reviewed to align with guidance provided in the most recent TEGL 23-19 changes.

Additionally, data is validated for the Trade Adjustment Assistance Program quarterly by verifying core elements from a random sampling from the PIRL and through the TAADI initiative. WIOA Title I programs, Title III Wagner-Peyser, JVSG, MSFW and Registered Apprenticeship were validated through data integrity checks informally through this process as part of the effort to ensure quality data in conversion.

Co-Enrollment

Iowa continues to prioritize co-enrollment. Iowa recognizes the importance of partnering under WIOA to provide seamless service delivery where appropriate as co-enrollment leads to better outcomes. PY22 reflected increased co-enrollment from P21 for Title I Adult and Dislocated Worker programs. Iowa demonstrated a decrease in co-enrollment from PY21 in Wagner Peyser and the Title I Youth programs.

PY22 co-enrollment rates:

- Wagner-Peyser: 5.0%
- Title I Adult: 82.7%
- Title I Dislocated Worker: 98.4%
- Title I Youth: 49.3%

Common Exit Policy

Under Iowa's common exit policy, WIOA participants who are co-enrolled in more than one of the required programs, will exit when the participant has not received participant level services for 90 days from any of the programs in which they are enrolled and when no additional participant level services are scheduled. The date of exit is the last date of service from any of the required programs. The last date of service is established after 90 days have lapsed since the participant last received participant level services from either program and is then applied retroactively to the last date of service.

Common exit applies to participants who are co-enrolled in the following programs:

- WIOA Title I Adult
- WIOA Title I Dislocated Worker
- WIOA Title I Youth
- WIOA Title III Wagner-Peyser
- National Dislocated Worker Grant
- Jobs for Veterans State Grant
- Trade Adjustment Assistance Act

Activities Provided by State Funds

15% Governor's Reserve (State Set-Aside)

Iowa recognizes that additional statewide programming utilizing the 15% set-aside funds is a beneficial opportunity to serving a wide range of Iowans in specialized projects that advance the SWDB's vision and goals. A *Special Projects* team has been developed to advance these strategies, with intent to execute two to three statewide projects utilizing these funds during PY23.

Home Base Iowa (HBI)

Home Base Iowa Home Base Iowa (HBI) is a one-of-a-kind program connecting Veterans, service members, and their families with resources and opportunities in Iowa.

Our Vision is to make Iowa the "State of Choice" for Veterans and transitioning service members for employment, education, and/or continued service.

Our Mission is to provide Veterans, transitioning service members and their families with opportunities in Iowa.

Home Base Iowa's 3 Focus areas are:

- Workforce Solutions and Growth
- Quality Education and Student Access
- Community Support

As a core component of the IowaWORKS system, HBI helps provide job seekers with a wide range of reemployment services to find meaningful employment in Iowa and to connect Iowa businesses with qualified and skilled employees.

PY22 was highlighted by the continued success of program improvements and changes made in PY21. The 5 HBI Career Planners have helped place 142 job seekers since January 1, 2023. In total, HBI Career Planners have helped place 431 job seekers since being added to the program on January 1, 2022. The One HBI Career Planner began working at Camp Dodge on a FT basis due to the relationships established with Iowa National Guard leadership and successful employment outcomes. Additionally, HBI Career Planners attended numerous events during PY22 to include career and resource fairs, Yellow Ribbon events, retirement ceremonies, and other gatherings of key stakeholders and programs.

During PY22, the [IowaWORKS for Veterans Portal](#) was officially launched. This marked a significant step in the integration of HBI with the IowaWORKS system. The portal is a landing page for all Veterans, service members, spouses, and employers to learn about resources and opportunities in Iowa. Additionally, it's an avenue for them to create an account in the IowaWORKS system to take full advantage of the employment services we must offer. The portal has numerous tabs across the top for easy navigation for access to information and resources.

Additionally, businesses that meet certain requirements can now be designated as an HBI business in the IowaWORKS system. The HBI logo is placed next to their business name and any open job orders in the

system. HBI job seekers can then search for these businesses knowing they have programs and/or resources in place to help attract and retain Veterans.

Home Base Iowa was part of a larger internal re-organization as well. Late in PY22, all Veteran employment programs and staff within IWD were brought together under one roof with the creation of the Office of Veteran Workforce Services. This has allowed for more consistency and communication between our employment programs to include Home Base Iowa and the Jobs for Veterans State Grant. Home Base Iowa Career Planners, Veteran Career Planners, and Local Veterans' Employment Representatives now meet on a regular basis which has greatly improved our overall effectiveness.

HBI continued to reengage existing HBI communities, as well as onboard new communities in PY22. The HBI Community initiative designates communities as centers of opportunity and highlights Iowa's commitment to returning services to Veterans and their families. Iowa has a great story to share nationwide, regularly ranking high on lists naming Iowa as a great place to live, work, play and raise a family. Through the end of PY22, there are now over 125 HBI Communities across the state to include over 75 of the 99 counties in Iowa.

The five requirements for becoming an HBI community are:

- Community resolution signed by city council or board of supervisors
- 10% of eligible businesses with >15 employees must be designated HBI Businesses
- Offer an incentive package which includes a point of contact
- Provide signage locations and HBI web page information
- Hold an event to recognize the accomplishment of becoming an HBI Community

Offender Reentry Program

The State of Iowa appropriates \$418,312.69 in general fund dollars to IWD for the purpose of placing six Reentry Career Planners at the following locations: Iowa Correctional Institution for Women in Mitchellville, North Central Correctional Facility in Rockwell City, Newton Correctional Facility in Newton, Mount Pleasant Correctional Facility in Mount Pleasant, Fort Dodge Correctional Facility in Fort Dodge, and the Clarinda Correctional Facility in Clarinda. This funding also covers one Reentry Operations Manager to oversee operating procedures and the program.

The program staff partner with the Iowa Department of Corrections (IDOC) and other offender-related partners throughout Iowa, to assist in the overall goal of reducing recidivism. IDOC has nine correctional institutions that house around 8,516 individuals. Nearly 90% will return to their communities; just over 3,000 were released in PY21. Community Based Corrections (CBC) has eight judicial districts that supervise about 40,200 individuals on probation, parole, special sentence, and pretrial release. CBC also has 22 residential facilities that house and supervise around 1,180 individuals.

Nearly 50,000 individuals are currently incarcerated or on community supervision in Iowa. The average daily cost of incarceration per individual is \$101.81, totaling just under \$37,000 per individual per year. The IDOC reports that the three-year recidivism rate for FY2022 is 34.3%; or 2.7% lower than the recidivism rate observed in FY2021. These numbers show three consecutive years of reduction in the systems overall recidivism rate. The national average for state prisons is around 70%.

Training is in progress so that the Reentry Career Planners in Iowa institutions are certified as an Offender Workforce Development Specialist (OWDS). This certification requires a person to utilize specific competencies and their related skills to assist incarcerated individuals to make informed decisions about jobs and career paths, based on knowledge of their interests, skills, abilities, and values; educational and occupational

opportunities; and the realities of the world of work. Currently, three out of six of our Reentry Career Planners that are working in the correctional institutions are OWDS certified.

Iowa's re-entry program supports WIOA through recording registered-only individuals and program enrollment into Wagner-Peyser. The goal is to teach work-related skills, find a career pathway, job placement prior to release from the institution, and network with employers and community reentry service providers to ensure a successful transition for the returning citizen. The Reentry Career Planners help create resumes, assist with mock interviews, and proctor the National Career Readiness Certificate (NCRC) and O*NET assessments.

Empowering and Motivating Ex-offenders to Reach Gainful Employment (EMERGE) is a workshop they teach that focuses on how to get back into the workforce and explain their criminal history to potential employers. Our staff act as a sponsor for the IDOC Registered Apprenticeship programs and host career fairs inside the institution. They also network with employers and educate them on incentives to hire returning citizens, including the Federal Bonding program, Work Opportunity Tax Credit program, and the Iowa income tax benefit. They perform individualized job referrals based on skill set and job search three weeks prior to the incarcerated individual's release, including referrals to IowaWORKS Centers in the area the individual will return to. Referrals also happen through Earn and Learn Iowa's electronic referral form for apprentices that need to continue in their program after release.

During PY22, the Reentry Career Planners served 1,685 individuals, which is nearly 20% of the incarcerated population in Iowa. This number is smaller compared to the last program year as these positions weren't fully staffed due to staff turnover.

Enhanced Program Management Responsibilities (260E, 260F, 260G {ACE})

IWD began administering three new programs in PY22 that provide customized training to Iowa business and industry. These programs were previously administered by the Iowa Economic Development Authority (IEDA).

- Industrial New Jobs Training Act – 260E: Assists businesses creating new positions with new employee training.
- Iowa Jobs Training Act – 260F: Provides job training services to current employees of eligible businesses.
- Accelerated Career Education Program Act – 260G (ACE): Assists Iowa's community colleges to either establish or expand programs that train individuals in the occupations most needed by Iowa businesses.

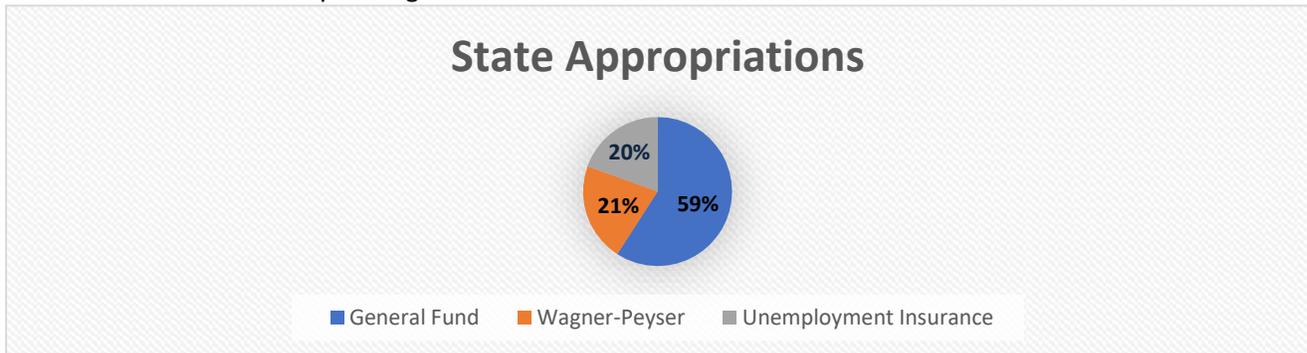
Each of Iowa's 15 community colleges is responsible for implementing the 260E, 260F and 260G programs within its merged area. During fiscal year 2023:

- 11 of the 15 Iowa Community Colleges sold \$33,990,000 in 260E Industrial New Jobs Training certificates, which provides the funds to train 3,158 pledged new jobs among 71 participating businesses.

- 262 260F Job Training applications were processed for total award amount of \$4,750,000. These forgivable loans will provide training for up to 6639 employees among 214 businesses throughout Iowa.
- \$5,400,000 in 260G Accelerated Career Education awards supported 35 community college educational programs with 108 agreements among employers that sponsored 1,337 positions. 9 of the 15 Iowa community colleges participate the 260G ACE Program.

State of Iowa General Fund Appropriations

Historically, the American Job Centers in Iowa have been heavily supported by State Appropriations and this fiscal year was no exception. Once again, in SFY23 just over \$11 million in state combined general funds was legislated for the operations of the IowaWORKS Centers across the state. The general fund covered nearly 60% of these costs, whereas Wagner-Peyser and Unemployment Insurance covered the remainder of the center operating costs at around 20% each.



Through PY22, IowaWORKS Centers can be found within each of Iowa’s nine local workforce development areas. Iowa supports 15 comprehensive, 4 satellite and 8 expansion offices that deliver WIOA services and partner services.

Activities provided under the Wagner-Peyser Act Employment Service

The Wagner-Peyser program provides services to businesses and job seekers who are United States (U.S.) citizens or are authorized to work in the U.S. The program provides support to Iowa’s 15 IowaWORKS centers, four satellite offices and eight expansion offices by funding:

- Salaries of staff who provide career and recruiting services
- Technology, software, and materials used for job search
- Workshops for businesses and job seekers
- Job fairs and hiring events

NOTE: Wagner-Peyser directly funds support services to Migrant and Seasonal Farmworkers (MSFW) and the state job bank.

Wagner-Peyser Career Services

Career services cover a variety of services and activities, including skill and aptitude assessments, career counseling and exploration, job search and placement assistance, resume writing, and interviewing. Staff provide critical services to veterans and eligible spouses, Unemployment Insurance claimants, MSFWs, as well as individuals facing barriers to employment.

During PY22, more than 26,142 individuals received participant-level services, while over 43,879 individuals utilized self-service. The number of services provided to individuals enrolled in Wagner Peyser was more than 420,000 in PY22. Iowa continues to refine its data performance and reporting, including count accuracy of enrolled participants and reportable individuals. Wagner-Peyser funds support IowaWORKS.gov, the state's labor exchange and data management system. The system links job seekers and employers with the largest job board in the state. More than 62,600 job orders were posted by employers and staff on behalf of employers on IowaWORKS.gov in PY22.

Wagner-Peyser Performance Results

The impact of the COVID-19 Pandemic is still reflected in Iowa's Wagner-Peyser performance results for PY22, but as the year went on the impact of the pandemic decreased. The program exceeded all negotiated performance goals. Reviewing performance from an equity perspective, all racial and ethnic demographic groups exceeded the employment goal of 60.0% for the second quarter after exit. For Employment Rate 4th quarter, all groups exceeded the goal of 67% except for American Indian/Alaska Native and the more than one race groups who fell just a bit short. Apart from the demographic group representing more than one race, all demographic groups exceeded the median earnings target rate, as well.

National Dislocated Worker Grants

National Dislocated Worker Grants serve individuals who are temporarily or permanently laid off due to a disaster, emergency, or a major economic dislocation. These grants provide disaster-relief and humanitarian assistance, as well as employment and training services. These grants assist the state in responding to and minimize the impact of emergency disasters and large-scale job loss.

COVID-19 Employment Recovery

Iowa received a major disaster declaration on 3/23/20, in response to the COVID-19 pandemic. Iowa was awarded \$1,665,000 in emergency funds on 6/11/20, to administer statewide employment and training services to 320 dislocated workers through 6/30/22. On 6/30/22, Iowa received approval to extend the grant period of performance to 6/30/23.

Beginning 1/1/21, Iowa sub-contracted service provision to 7 Local Workforce Development Boards (LWDB) to provide employment and training services focused on individualized career services, On-the-Job Training (OJT), and Occupational Skills Training (OST). Iowa utilized \$400,000 to implement a statewide project to provide virtual Information Technology (IT) training to 80 individuals. The statewide project began in February 2022 and successfully served the 80 planned individuals in IT training by March 2023.

Iowa worked with core partners to recruit individuals for the grant. Reemployment Services Eligibility and Assessment (RESEA) and state funded Reemployment Case Management (RCM) staff were the largest referral source. Successful grant outreach included identifying RESEA customers via Iowa's data management system and sending emails about training services available.

Iowa surpassed the enrollment goal but did not meet the expenditure goal. Barriers included: less individuals coming to the American Jobs Centers (AJC), lack of interest in OJT, immediate need for individuals to return to work, and competing funding sources such as co-enrollment with the Trade Adjustment Assistance (TAA) program. Areas with the highest enrollments had business closures with

many participants co-enrolled with TAA covering training expenditures. Staff time is the only expense involved in the provision of individualized career services, which minimized expenditures for these services.

Overall, Iowa enrolled 420 individuals in the grant and expended \$1,004,426.18 (over 61% of the award). All enrolled individuals received individualized career services. Iowa planned to serve 210 individuals in training and exceeded that goal by serving 314 individuals in training. Iowa's launch of the statewide IT training project was key to meeting the enrollment goal. Targeted marketing efforts for the statewide project generated more than 400 interested individuals and drastically increased grant participation. Employment outcomes for individuals served by the grant have been favorable.

Coordination With State Rapid Response Activities

The service providers, and the sub-recipients of the grant funds, provide rapid response services in conjunction with Title III and Trade Adjustment Assistance partners. Services include information sharing and outreach at the local worker information meetings to engage and enroll eligible and impacted workers into the Dislocated Worker Grant Programs.

Co-Enrollment with Core Programs

All eligible individuals are co-enrolled into the Dislocated Worker Program, where formula funds are leveraged to assist with the provision of support services. If trade impacted and eligible, individuals are also co-enrolled into the TAA Program.

Technical Assistance Needs in Iowa

Iowa has received valuable assistance from Department of Labor, Employment and Training Administration Region 5 over this program year, and we appreciate the guidance, support, and technical assistance we have received thus far. During PY22, Iowa went through several transitions, and prepared for several more. One being the transition from 9 local workforce development areas (LWDAs) to 6 LWDAs beginning July 1, 2023. DOL-ETA was instrumental in assisting the state in being successful with this transition.

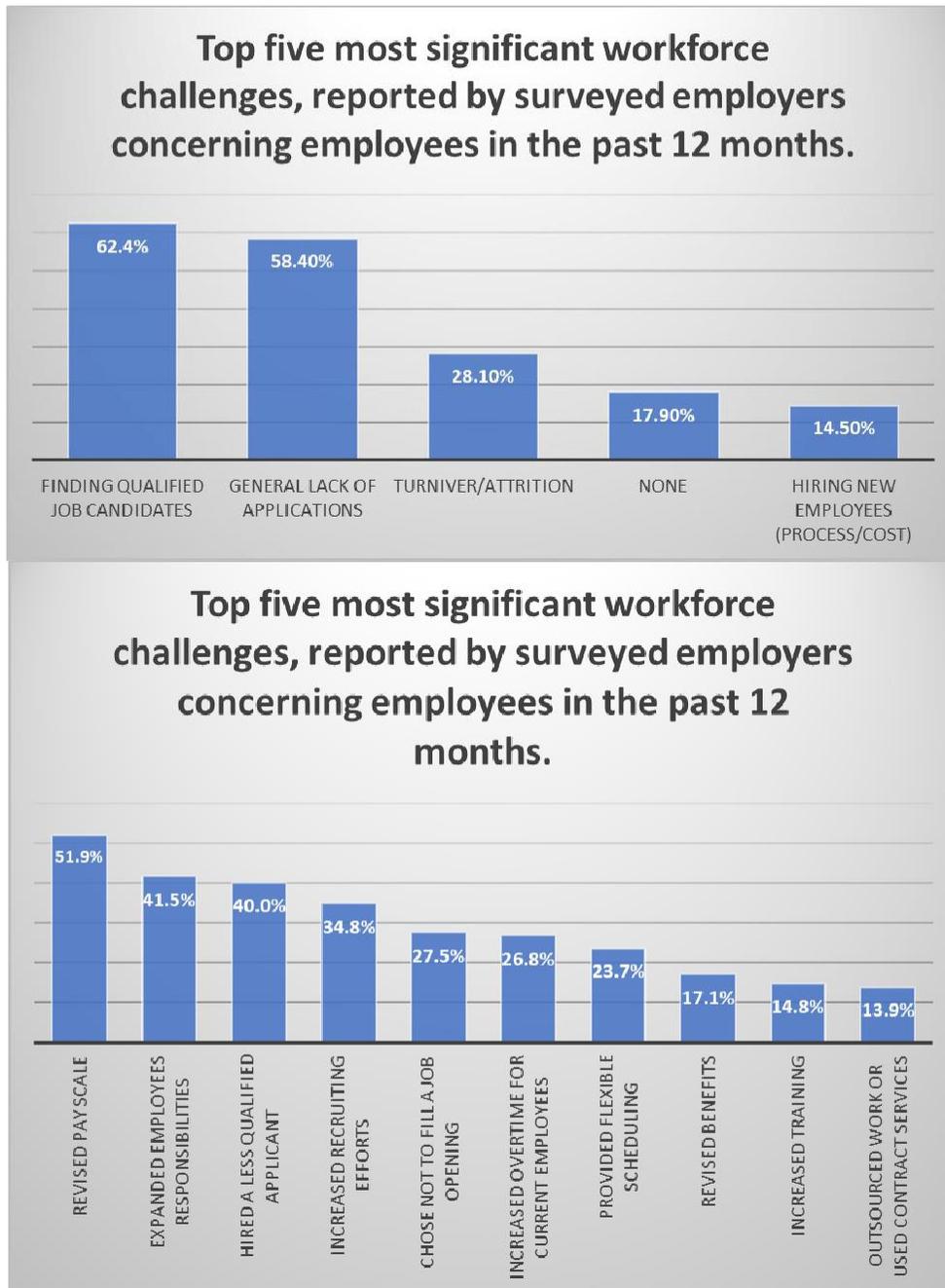
Additionally, modernization efforts occurred to align Iowa's state governance structure to align similar programs housed across multiple agencies into a single department to better improve services to Iowans. Thus, as of July 1, 2023, Iowa Workforce Development (IWD), as the designated state workforce agency, houses all four WIOA core programs apart from Title IV— Blind.

With the alignment specifically, Iowa may need additional technical assistance to ensure successful integration at a programmatic level. The alignment of core programs and further collaboration among multiple program partners will help programs to be more knowledgeable about one another and foster improved working relationships. Most importantly, this work will provide for a more seamless customer experience to Iowans by providing them the best services necessary for them to meet their career goals and improve job seeker placement for Iowa businesses. Iowa wants to ensure we are maximizing co-enrollments through effective partnerships.

To ensure positive and accurate outcomes, DOL-ETA has provided training on Credential Attainment and Measurable Skills Gain. Although this was helpful, Iowa may need additional technical assistance as we continue to provide guidance, technical assistance, and training to local areas on data integrity and correct documentation requirements.

Workforce System Challenges in Iowa

In October of 2022, 25,160 employers operating 39,254 locations in the State of Iowa were contacted and asked to participate in the 2023 Workforce Needs Assessment survey. By the end of the survey period (March 2023), IWD received 11,212 responses for a response rate of 28.6% (by locations contacted). The top challenges identified by Iowa employers are summarized in the graphs below.



In addition to the challenges reported by employers, Iowa is in the mid-range of total population compared to other states with 3,190,369 residents according to the 2020 Census, Iowa has a low unemployment rate reported at 2.7% in June 2023, and Iowa has an aging workforce which all contribute to a lack of available labor force in the state. At the conclusion of PY22, Iowa's labor force participation rate was 68.1%.

Of those employers who completed the 2023 Workforce Needs Assessment, 25.9% reported that employee retirements are a concern for them within the next two years. To fill those vacant positions due to retirement, 81.9% reported they plan to hire new workers, 43.9 reported they plan to promote from within, and 10.4% reported they do not plan to refill those positions. With the lack of available labor in the state, it will be a challenge for employers to fill their retirement positions with new workers, expressly given that finding qualified candidates is their number one workforce challenge as is stands.

Attachment 1 - Effectiveness in Serving Employers

Employer Services	Establishment Count PY20	Establishment Count PY21	Establishment Count PY22
Employer Information and Support Services	4,632	2,524	3509
Workforce Recruitment Assistance	5,576	3,021	4449
Engaged in Strategic Planning/Economic Development	655	73	356
Accessing Untapped Labor Pools	2,364	1,141	1588
Training Services	1,772	639	961
Incumbent Worker Training Services	31	6	16
Rapid Response/Business Downsizing Assistance	33	13	32
Planning Layoff Response	20	2	12

Measure	PY21 Result	Numerator	Denominator	PY22 Result	Numerator	Denominator
Employer Penetration	4.2%	4,449	105,391	6.0%	6561	109,653
Repeat Business Customers	37.2%	4,025	10,834	19.4%	2601	13,396

Attachment 2 – PY22 Customer Satisfaction Survey Results

Emails Sent Per Service for Participants

Services	7/1-7/31	8/1-8/18	8/19-8/31	9/1-9/14	9/15-9/30
Individuals Registered two weeks prior to the survey dates	1000	1000	1000	1000	1000
106 Career Counseling service	1000	1000	1000	1000	1000
205 Develop IEP service (Update 9/2 to 203 OBA as RESEA uses IEP every time meet with customer)	1000	1000	71	66	178
107 Labor Market Information service	409	705	358	329	454
405 Labor Market Information - Youth Only service	65	64	36	34	49
006 Self Service Job Search	1000	1000	1000	1000	1000
Total Survey's Sent	4474	4769	3465	3429	3681
Completed	216	177	101	141	116
Percentage Completed	5%	3%	4%	4%	3%

Attachment 2 – PY22 Customer Satisfaction Survey Results

Services	10/1-10/15	10/16-10/31	11/1-11/15	11/16-11-30	12/1-12-15
Individuals Registered two weeks prior to the survey dates	1000	1000	1000	1000	1000
106 Career Counseling service	1000	1000	1000	1000	1000
205 Develop IEP service (Update 9/2 to 203 OBA as RESEA uses IEP every time meet with customer)	47	61	55	51	58
107 Labor Market Information service	353	403	401	424	491
405 Labor Market Information - Youth Only service	36	49	52	41	53
006 Self Service Job Search	1000	1000	1000	1000	1000
Total Survey's Sent	3436	3513	3508	3516	3602
Completed	128	131	118	156	169
Percentage Completed	4%	4%	3%	4%	5%

Services	12/16-12/31	1/1-1-15/23	1/16-1/31	2/1/2015	2/16-2/28
Individuals Registered two weeks prior to the survey dates	1000				

Attachment 2 – PY22 Customer Satisfaction Survey Results

106 Career Counseling service	1000	1000	1000	1000	1000
205 Develop IEP service (Update 9/2 to 203 OBA as RESEA uses IEP every time meet with customer)	58	80	94	81	73
107 Labor Market Information service	353	408	534	480	325
405 Labor Market Information - Youth Only service	39	37	53	60	37
006 Self Service Job Search	1000	1000	1000	1000	1000
Total Survey's Sent	3450	2525	2681	2621	2435
Completed	123	161	147	148	112
Percentage Completed	4%	6%	5%	6%	4%

Attachment 2 – PY22 Customer Satisfaction Survey Results

Services	3/1-3/15	3/16-3/31	4/1-4/15	4/16-4/30	5/1-5/15
Individuals Registered two weeks prior to the survey dates					
106 Career Counseling service	1000	1000	1000	1000	1000
205 Develop IEP service (Update 9/2 to 203 OBA as RESEA uses IEP every time meet with customer)	83	100	75	95	79
107 Labor Market Information service	443	507	462	579	575
405 Labor Market Information - Youth Only service	53	66	48	48	71
006 Self Service Job Search	1000	1000	1000	1000	1000
Total Survey's Sent	2579	2673	2585	2722	2725
Completed	116	97	62	89	135
Percentage Completed	4%	4%	2%	3%	5%

Services	5/16-5/31	6/1-6/15	6/16-6/30			
Individuals Registered two weeks prior to the						

Attachment 2 – PY22 Customer Satisfaction Survey Results

survey dates						
106 Career Counseling service	1000	1000	1000			
205 Develop IEP service (Update 9/2 to 203 OBA as RESEA uses IEP every time meet with customer)	75	103	73			
107 Labor Market Information service	668	738	706			
405 Labor Market Information - Youth Only service	54	77	49			
006 Self Service Job Search	1000	1000	1000			
Total Survey's Sent	2797	2918	2828			
					Total Sent	72932
Completed	86	119	126		Total Completed	2974
Percentage Completed	3%	4%	4%		Total Percentage	4%

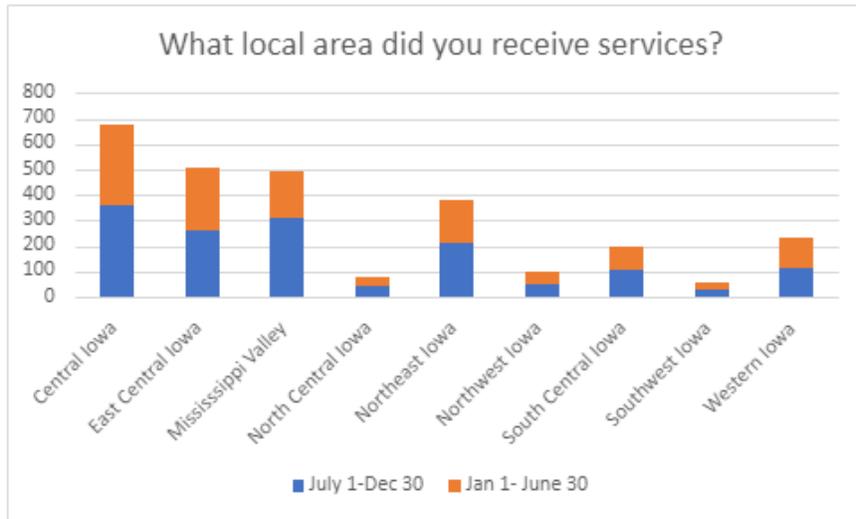
Where Did Customers Receive Services

In what local area did you receive services?

	July 1-Dec 30	Jan 1-June 30
Central Iowa	359	315

Attachment 2 – PY22 Customer Satisfaction Survey Results

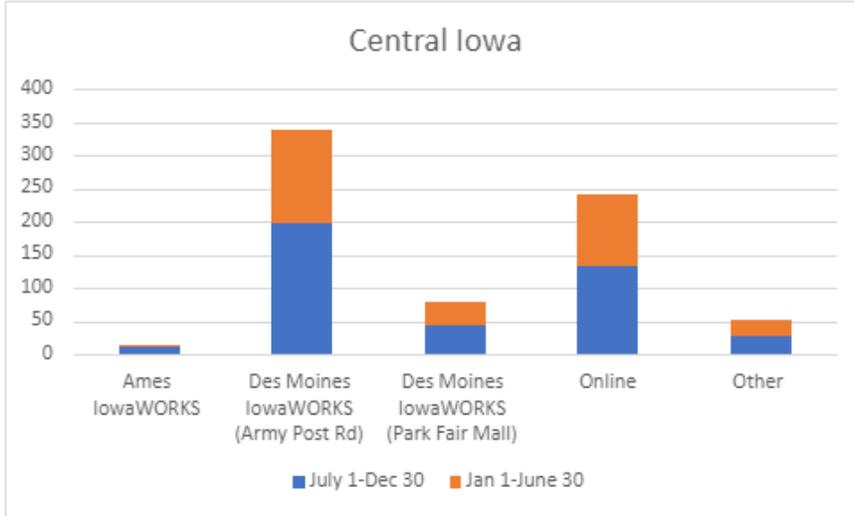
East Central Iowa	258	252
Mississippi Valley	313	182
North Central Iowa	40	38
Northeast Iowa	210	170
Northwest Iowa	51	45
South Central Iowa	105	92
Southwest Iowa	28	28
Western Iowa	111	120



Central Iowa

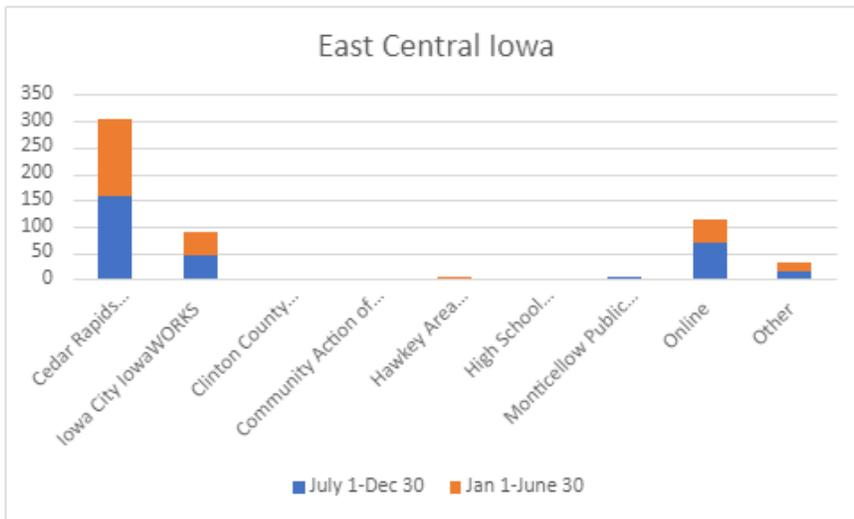
	July 1-Dec 30	Jan 1-June 30
Ames IowaWORKS	11	3
Des Moines IowaWORKS (Army Post Rd)	197	143
Des Moines IowaWORKS (Park Fair Mall)	43	37
Online	133	108
Other	29	24

Attachment 2 – PY22 Customer Satisfaction Survey Results



East Central Iowa

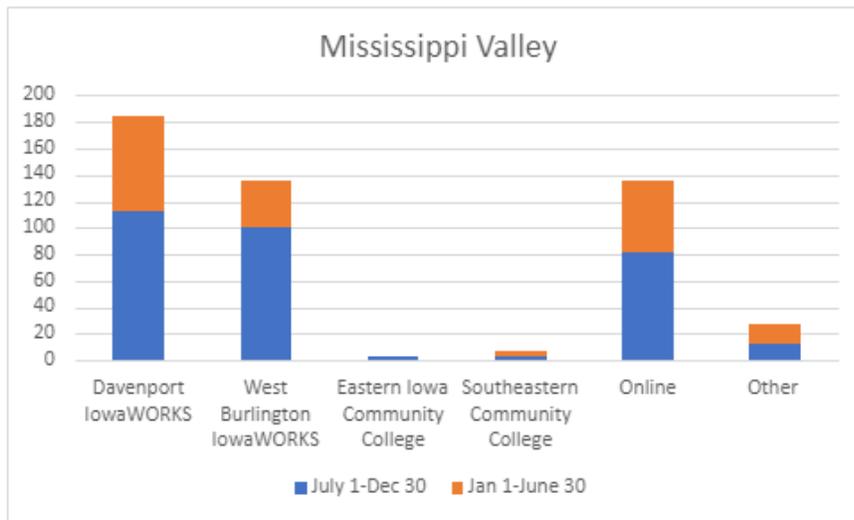
	July 1-Dec 30	Jan 1-June 30
Cedar Rapids IowaWORKS	157	147
Iowa City IowaWORKS	46	43
Clinton County Courthouse Ste 105	0	0
Community Action of Easter Iowa	0	0
Hawkey Area Community Action Program	1	1
High School Programming	0	0
Monticello Public Library	1	0
Online	69	44
Other	15	17



Attachment 2 – PY22 Customer Satisfaction Survey Results

Mississippi Valley

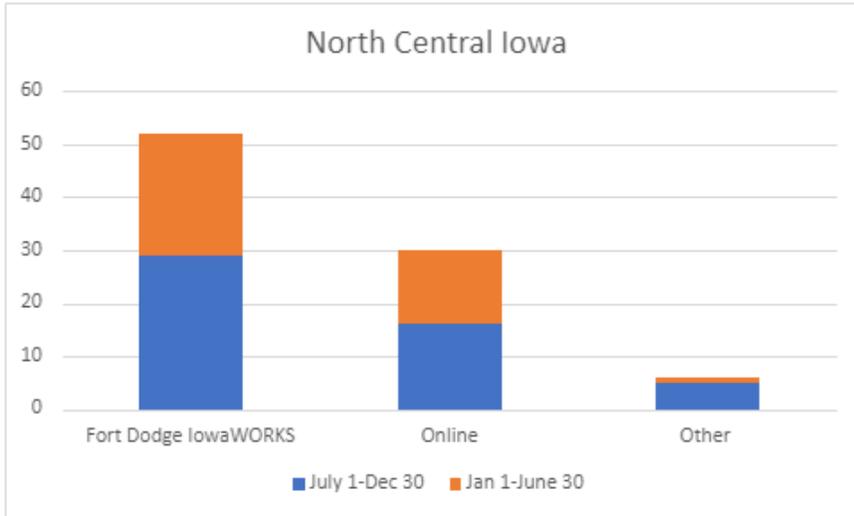
	July 1-Dec 30	Jan 1-June 30
Davenport IowaWORKS	112	73
West Burlington IowaWORKS	101	35
Eastern Iowa Community College	3	0
Southeastern Community College	3	4
Online	81	55
Other	13	15



North Central Iowa

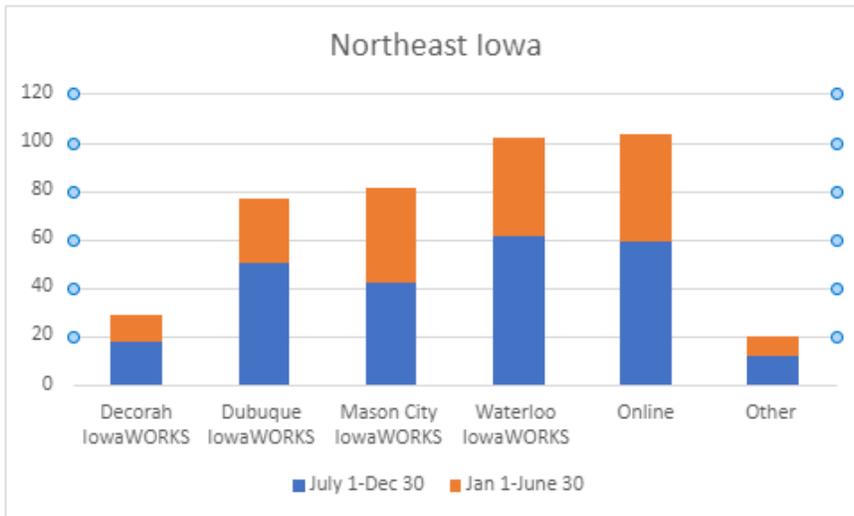
	July 1-Dec 30	Jan 1-June 30
Fort Dodge IowaWORKS	29	23
Online	16	14
Other	5	1

Attachment 2 – PY22 Customer Satisfaction Survey Results



Northeast Iowa

	July 1-Dec 30	Jan 1-June 30
Decorah IowaWORKS	18	11
Dubuque IowaWORKS	50	27
Mason City IowaWORKS	42	39
Waterloo IowaWORKS	61	41
Online	59	44
Other	12	8

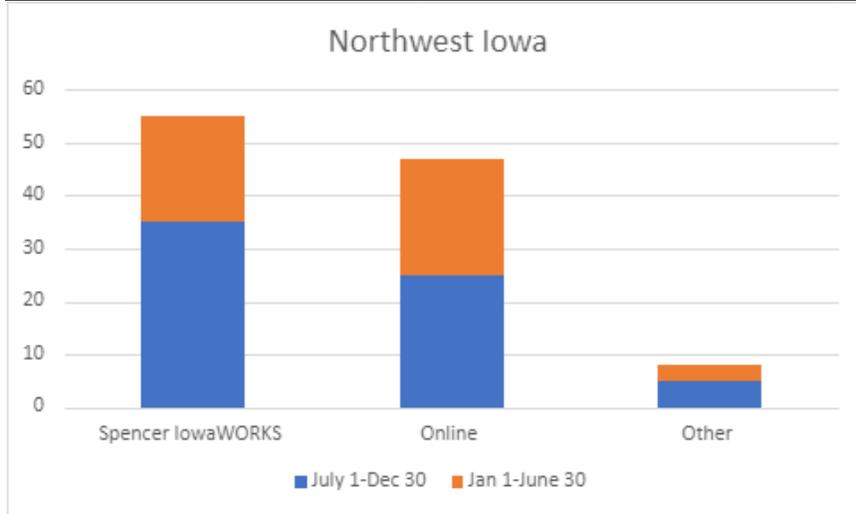


Northwest Iowa

	July 1-Dec 30	Jan 1-June 30
Spencer IowaWORKS	35	20
Online	25	22

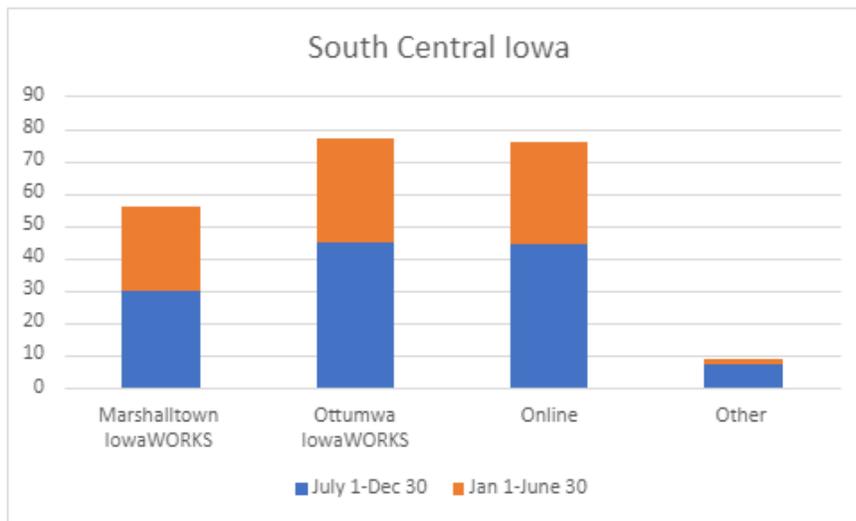
Attachment 2 – PY22 Customer Satisfaction Survey Results

Other	5	3
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South Central Iowa

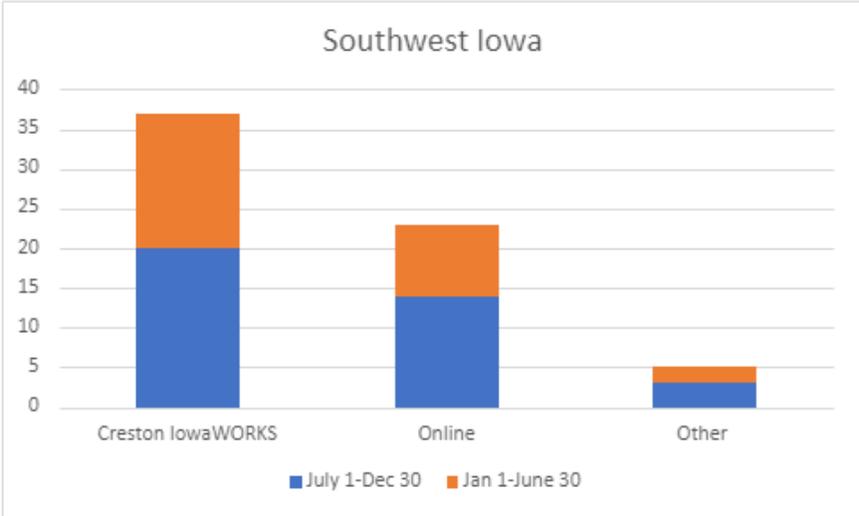
	July 1-Dec 30	Jan 1-June 30
Marshalltown IowaWORKS	30	26
Ottumwa IowaWORKS	45	32
Online	44	32
Other	7	2



Southwest Iowa

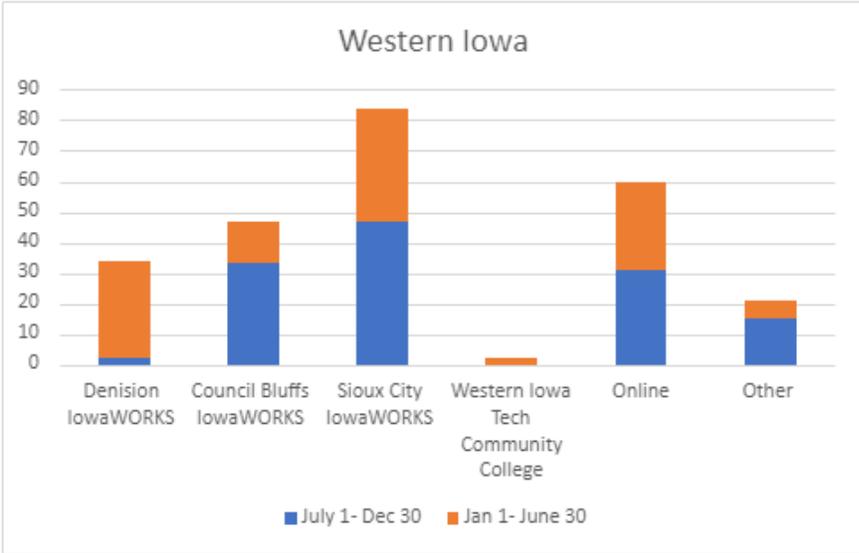
	July 1-Dec 30	Jan 1-June 30
Creston IowaWORKS	20	17
Online	14	9
Other	3	2

Attachment 2 – PY22 Customer Satisfaction Survey Results



Western Iowa

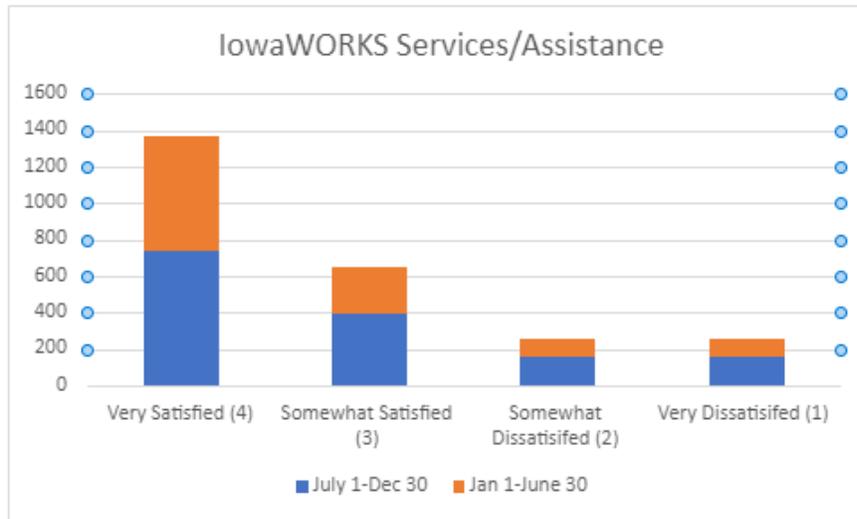
	July 1-Dec 30	Jan 1-June 30
Denison IowaWORKS	2	32
Council Bluffs IowaWORKS	33	14
Sioux City IowaWORKS	47	37
Western Iowa Tech Community College	0	2
Online	31	29
Other	15	6



Rate Services

Overall, please rate your satisfaction with IowaWORKS services/assistance

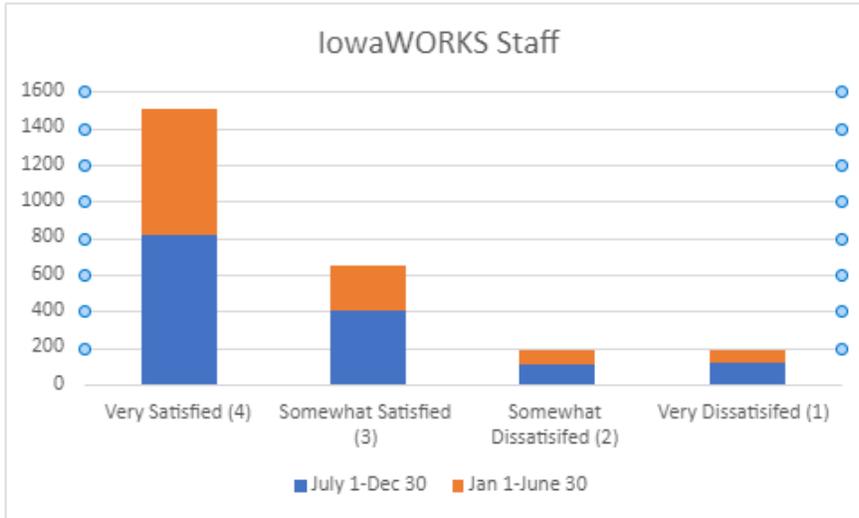
	Total	July 1-Dec 30	Jan 1-June 30
Very Satisfied (4)	1368	742	626
Somewhat Satisfied (3)	654	390	264
Somewhat Dissatisfied (2)	253	154	99
Very Dissatisfied (1)	256	153	103



Overall, please rate your satisfaction with IowaWORKS staff

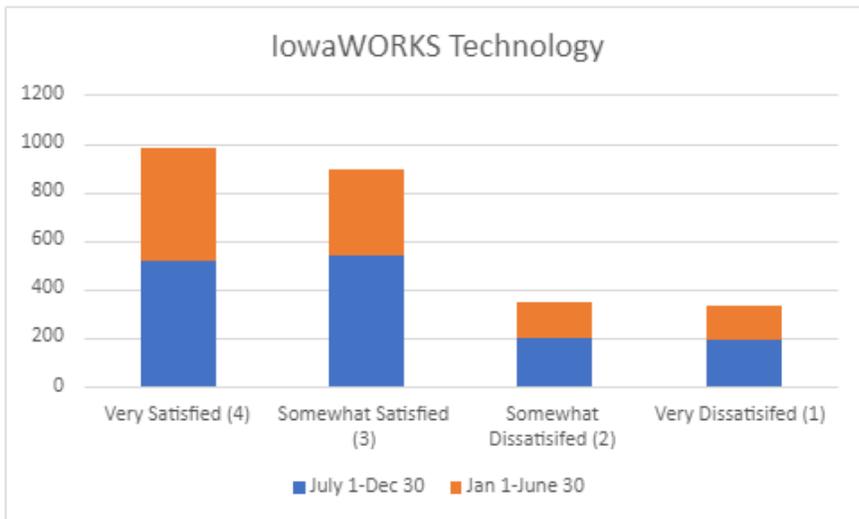
	Total	July 1-Dec 30	Jan 1-June 30
Very Satisfied (4)	1506	814	692
Somewhat Satisfied (3)	646	399	247
Somewhat Dissatisfied (2)	188	112	76
Very Dissatisfied (1)	191	114	77

Attachment 2 – PY22 Customer Satisfaction Survey Results



Overall, please rate our technology:

	Total	July 1-Dec 30	Jan 1-June 30
Very Satisfied (4)	981	520	461
Somewhat Satisfied (3)	890	540	350
Somewhat Dissatisfied (2)	343	200	143
Very Dissatisfied (1)	329	191	138



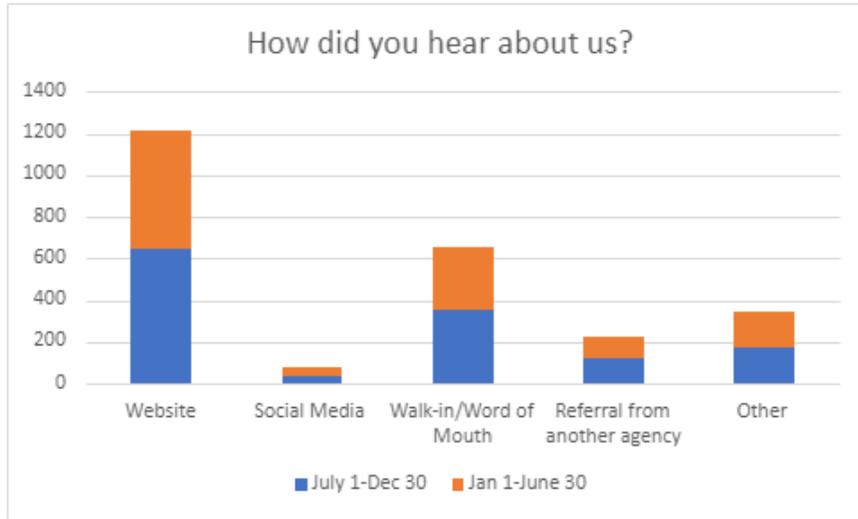
Services

How did you hear about us?

	July 1-Dec 30	Jan 1-June 30

Attachment 2 – PY22 Customer Satisfaction Survey Results

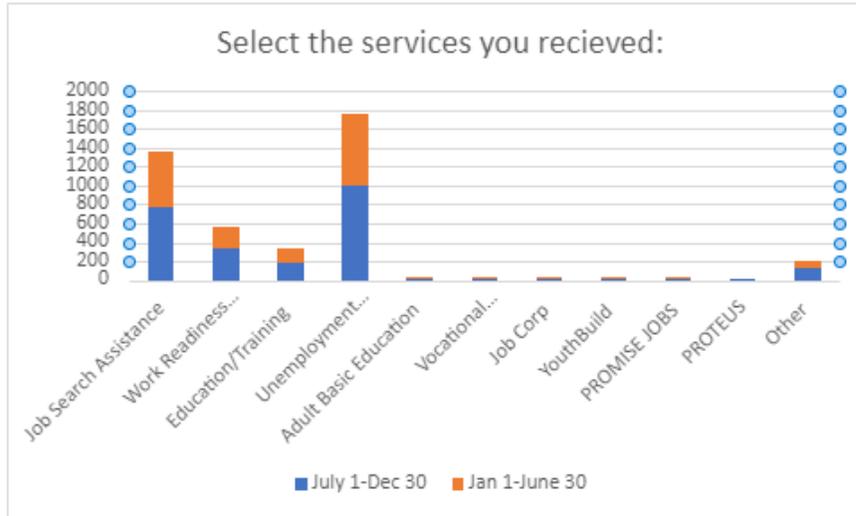
Website	643	572
Social Media	38	37
Walk-in/Word of Mouth	355	301
Referral from another agency	119	105
Other	170	171



Select the services you received: (Select all that apply)

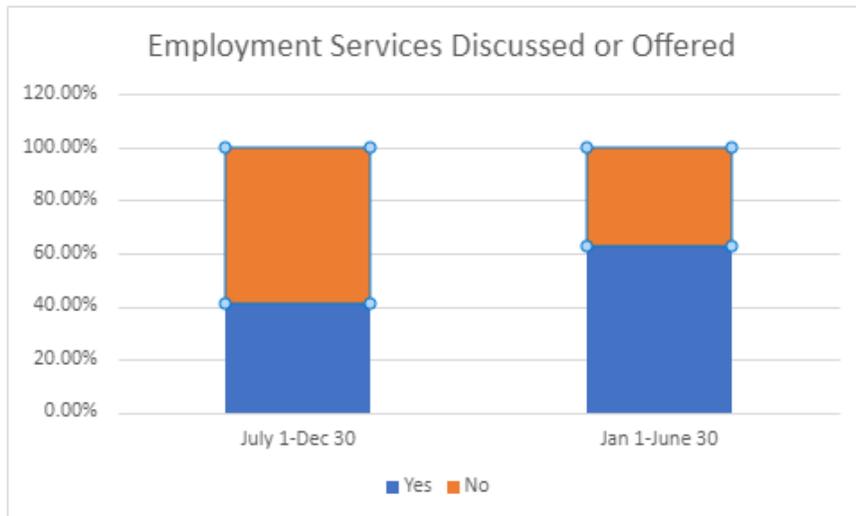
	July 1-Dec 30	Jan 1-June 30
Job Search Assistance	776	587
Work Readiness Activities	325	233
Education/Training	177	150
Unemployment Assistance	1007	755
Adult Basic Education	11	8
Vocational Rehabilitation/Iowa Dept of the Blind	19	17
Job Corp	4	4
YouthBuild	2	2
PROMISE JOBS	16	6
PROTEUS	1	0
Other	117	83

Attachment 2 – PY22 Customer Satisfaction Survey Results



Were other employment services discussed or offered to you?

	July 1-Dec 30	Jan 1-June 30
Yes	40.81%	62.41%
No	59.19%	37.59%

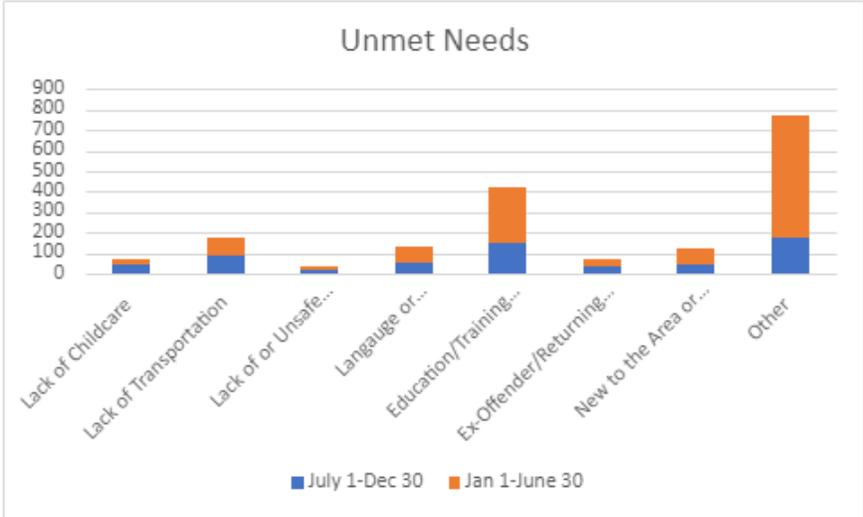


Please tell us about any unmet needs you have: (Select all that apply)

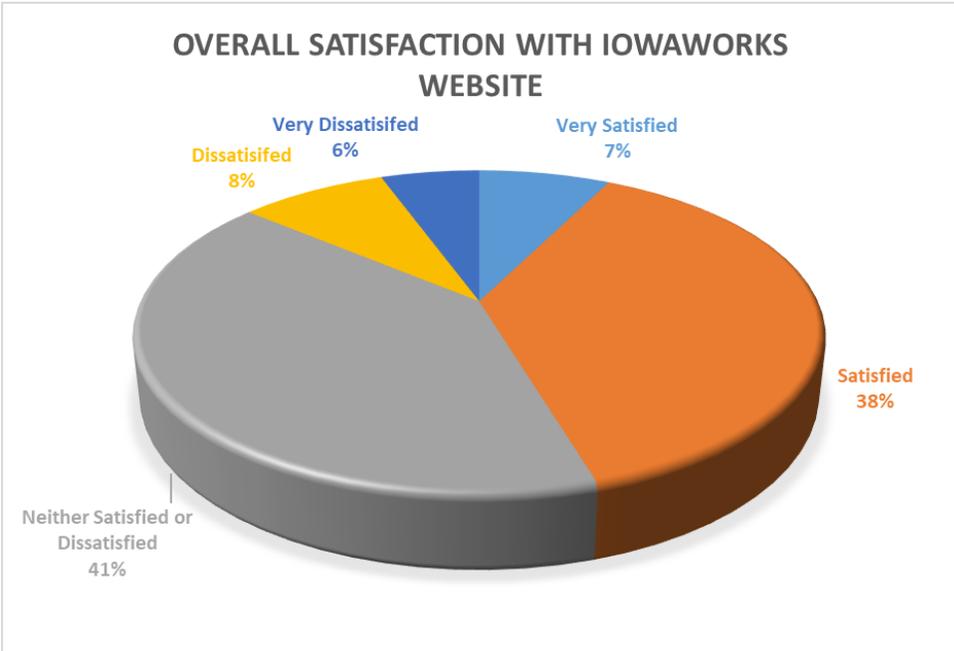
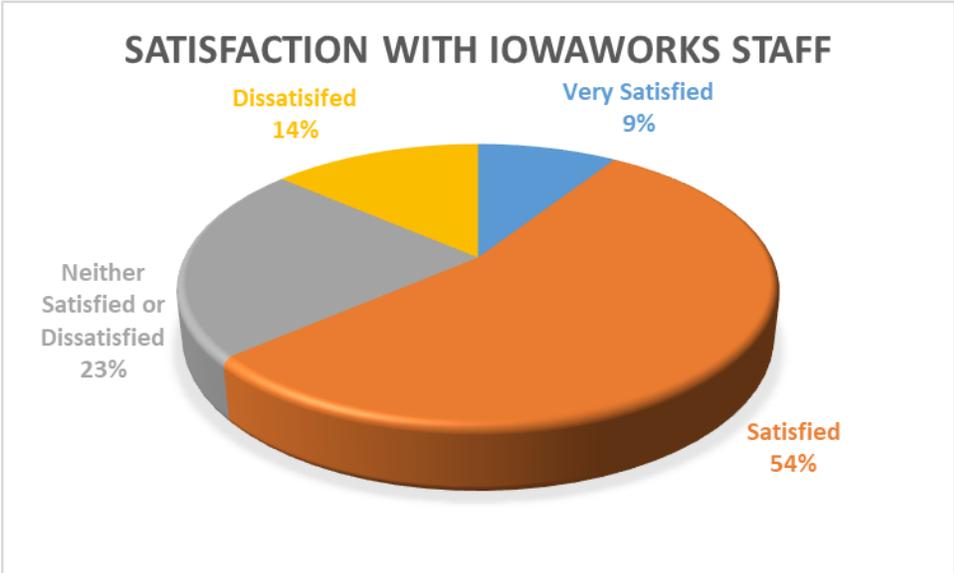
	July 1-Dec 30	Jan 1-June 30
Lack of Childcare	42	33
Lack of Transportation	89	91
Lack of or Unsafe Housing	22	17
Language or Communication	52	76

Attachment 2 – PY22 Customer Satisfaction Survey Results

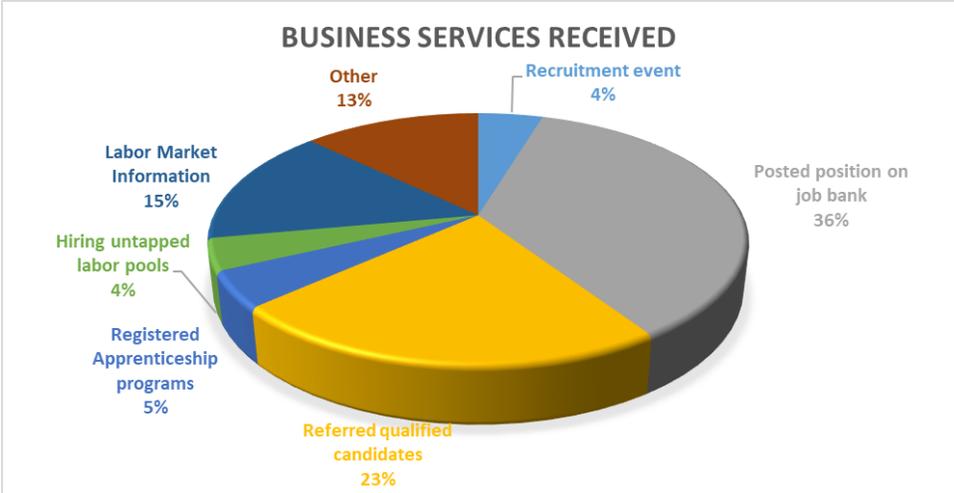
Education/Training Needs	153	269
Ex-Offender/Returning Citizen	32	38
New to the Area or Country	42	78
Other	174	595



Employer Customer Service Charts



Attachment 2 – PY22 Customer Satisfaction Survey Results



Attachment 3 – Negotiated Performance Levels and Program Progress and Results

PY22 Negotiated Performance Levels

Performance Outcome Description	W-P	TI Adult	TI DW	TI Youth
Employment 2nd Quarter after Exit*	60.0%	72.5%	81.0%	73.0%
Employment 4th Quarter after Exit*	67.0%	66.0%	81.5%	73.0%
Median Earnings (2nd Qtr)	\$6,700	\$6,100	\$8,900	\$3,700
Credential Attainment	n/a	65.0%	69.0%	56.0%
Measurable Skill Gains	n/a	44.0%	44.0%	41.0%
Effectiveness in Serving Employers	Baseline	(See WP)	(See WP)	(See WP)
*For Title I Youth, Employment measures include entry into unsubsidized employment, Placement in Advanced Training, Post Secondary Training, entering Military or Registered Apprenticeship.				

Wagner-Peyser Performance Results

Service	Participants Served	Participants Exited	Funds Expended	Cost Per Participant Served
Career Services	29,339	25,722	\$5,420,126	\$184

Summary Information	Percent
Percent enrolled in more than one core program	5.0%

WIOA Performance Measure	PY22 Goal	PY22 Outcome	PY22 % Achieved of 100% of Goal
Employment Rate 2 nd Quarter After Exit	60.0%	73.9%	123.17%
Employment Rate 4 th Quarter After Exit	67.0%	68.9%	102.83%
Median Earnings 2 nd Quarter After Exit	\$6,600	\$8,926	135.24%

Iowa exceeded all Wagner-Peyser performance outcomes goals for PY22.

Jobs for Veterans State Grant (JVSG)

Service	Participants Served	Participants Exited
Basic Career Services*	12	16

Attachment 3 – Negotiated Performance Levels and Program Progress and Results

Individualized Career Services*	732	500
Training Services*	14	6
Total Served*	758	522

*JVSG Based on PY2022 Quarter 4; no annual data report requirements for JVSG

WIOA Performance Measure	PY22 Goal	PY22 Outcome	PY22 % Achieved of 100% of Goal
Employment Rate 2nd Quarter after Exit	53%	62.0%	116.9%
Employment Rate 4th Quarter after Exit	55%	57.5%	104.5%
Median Earnings 2nd Quarter after Exit	\$6,300	\$9,187	145.8%

Iowa exceeded all JVSG performance outcomes goals for PY22.

Barriers WIOA Characteristics Over Time	PY18	PY19	PY20	PY21	PY22
Participants Served	1016	770	433	601	758
Displaced Homemaker	4	4	2	2	3
English Language Learners/Low levels of Literacy, Cultural Barriers	3	3	1	6	7
Exhausting TANF within 2 years	0	0	0	0	0
Reentry Adult (Returning from incarceration) Ex-Offender	10	49	33	62	66
Homeless Individuals/Runaway Youth	103	146	95	96	110
Long-term unemployed (27 or more consecutive weeks)	15	62	44	84	92
Low-income individuals	293	317	177	209	250
Migrant and Seasonal Farmworkers	0	0	0	0	3
Individuals with Disabilities	227	190	103	163	250
Single Parent	5	16	3	12	14
Youth in foster care or aged out of system	0	0	0	0	0

Attachment 3 – Negotiated Performance Levels and Program Progress and Results

WIOA Title I Adult

Service	Participants Served	Participants Exited	Funds Expended	Cost Per Participant Served
Career Services	810	481	\$2,781,110	\$3,433
Training Services	508	292	\$931,749	\$1,834

Summary Information	Percent
Percent enrolled in more than one core program	82.7%
Percent Administrative Costs Expended	9.1%

WIOA Performance Measure	PY22 Goal	PY22 Outcome	PY22 % Achieved of 100% of Goal
Employment Rate 2nd Quarter after Exit	72.5%	78.3%	108.0%
Employment Rate 4th Quarter after Exit	66.0%	79.3%	120.2%
Median Earnings 2nd Quarter after Exit	\$6,100	\$7,077	116.0%
Credential Attainment	65.0%	75.3%	115.8%
Measurable Skill Gains	44.0%	73.3%	166.6%

Iowa met or exceeded all Title I Adult performance outcomes goals for PY22.

Barriers WIOA Adult Characteristics Over Time	PY18	PY19	PY20	PY21	PY22
Participants Served	16,016	1032	661	801	810
Displaced Homemaker	13	5	4	6	2
English Language Learners/Low levels of Literacy, Cultural Barriers	171	142	144	223	217
Exhausting TANF within 2 years	0*	0	1	3	2
Reentry Adult (Returning from incarceration) Ex-Offender	45	58	72	125	113
Homeless Individuals/Runaway Youth	63	21	34	38	27
Long-term unemployed (27 or more consecutive weeks)	10	32	54	96	112
Low-income Individuals	1,244	550	545	689	691
Migrant and Seasonal Farmworkers	0	0	0	0	0
Individuals with Disabilities	1,336	172	118	146	161

Attachment 3 – Negotiated Performance Levels and Program Progress and Results

Single Parent	166	162	161	212	224
Youth in foster care of aged out of system	1	2	2	2	0
Older Workers, age 55 and Older	4787	144	52	65	61

WIOA Title I Dislocated Worker

Service	Participants Served	Participants Exited	Funds Expended	Cost Per Participant Served
Career Services	512	294	\$2,557,591	\$4,995
Training Services	379	210	\$262,673	\$693

Summary Information	Percent
Percent enrolled in more than one core program	98.4%
Percent Administrative Costs Expended	9.1%

WIOA Performance Measure	PY22 Goal	PY22 Outcome	PY22 % Achieved of 100% of Goal
Employment Rate 2nd Quarter after Exit	81.0%	84.0%	103.7%
Employment Rate 4th Quarter after Exit	81.5%	81.7%	100.2%
Median Earnings 2nd Quarter after Exit	\$8,900	\$11,074	124.4%
Credential Attainment	69.0%	81.6%	118.3%
Measurable Skill Gains	44.0%	77.6%	176.4%

Iowa met or exceeded all Title I Dislocated Worker performance outcomes goals for PY22.

Barriers WIOA DW Characteristics Over Time	PY18	PY19	PY20	PY21	PY22
Participants Served	653	528	447	502	512
Displaced Homemaker	6	3	4	3	5
English Language Learners/Low levels of Literacy, Cultural Barriers	27	18	31	80	81
Exhausting TANF within 2 years	0*	0	0	0	0
Reentry Adult (Returning from incarceration) Ex-Offender	0	3	14	29	34
Homeless Individuals/Runaway Youth	8	0	6	6	4

Attachment 3 – Negotiated Performance Levels and Program Progress and Results

Long-term unemployed (27 or more consecutive weeks)	0	9	19	16	26
Low-income Individuals	79	72	157	196	200
Migrant and Seasonal Farmworkers	0	0	0	0	0
Individuals with Disabilities	42	22	16	32	46
Single Parent	25	30	57	67	71
Youth in foster care of aged out of system	0	1	0	0	0
Older Workers, age 55 and Older	109	95	81	89	88

WIOA Title I Youth

Service	Participants Served	Participants Exited	Funds Expended	Cost Per Participant Served
Career Services	639	242	\$4,487,388	\$7,022
Training Services	118	45	\$172,096	\$1,458

Summary Information	Percent
Percent enrolled in more than one core program	49.3%
Percent Administrative Costs Expended	9.1%

WIOA Performance Measure	PY22 Goal	PY22 Outcome	PY22 % Achieved of 100% of Goal
Employment/Education/Training Rate 2nd Quarter after Exit	73.0%	75.7%	103.7%
Employment/Education/Training Rate 4th Quarter after Exit	73.0%	75.1%	102.9%
Median Earnings 2nd Quarter after Exit	\$3,700	\$3,849	104.0%
Credential Attainment	56.0%	58.2%	103.9%
Measurable Skill Gains	41.0%	51.5%	125.6%

Iowa exceeded all Title I Youth performance outcomes goals.

Ethnicity/Race	Number of Participants	Employment Rate Q2	Employment Rate Q4
<i>State Overall Goal</i>		73.0%	73.0%
American Indian/Alaska Native	16	71.4%	33.3%
Asian	5	100.0%	100.0%

Attachment 3 – Negotiated Performance Levels and Program Progress and Results

Black/African American	155	78.7%	70.5%
Hispanic/Latino	71	85.7%	85.0%
Native Hawaiian/Pacific Islander	1	100.0%	50.0%
White	457	75.8%	76.3%
More than One Race	39	86.7%	54.5%

Ethnicity/Race	Percent of Youth Enrollments
Hispanic/Latino*	11.1%
American Indian*	2.5%
Asian American*	0.8%
Black/African American*	24.3%
Native Hawaiian /Other Pacific Islander	0.2%
White	71.5%
Two or More Races*	6.1%
*All Not White Alone (non-white)	38.8%

ACS Age break downs	Percent of Iowa's Population	Age/Educational Status	Youth Enrollments by Age group	Percent of Youth Enrollments
10-14	6.9%	<16 (14-15)	24	3.8%
15-19	6.9%	16-18	243	38.0%
20-24	7.3%	19-24	371	58.1%

**DP05 (population demographics)

*S2301 (Employment)

Barriers WIOA Youth Characteristics Over Time	PY18	PY19	PY20	PY21	PY22
Participants Served	654	559	428	479	639
Displaced Homemaker	1	1	0	0	0
English Language Learners/Low levels of Literacy, Cultural Barriers	323	272	311	379	494
Exhausting TANF within 2 years	0	1	1	0	0
Reentry Adult (Returning from incarceration) Ex-Offender	72	53	49	53	69
Homeless Individuals/Runaway Youth	37	21	31	34	41
Long-term unemployed (27 or more consecutive weeks)	0	7	14	25	33
Low-income Individuals	498	415	411	459	613

Attachment 3 – Negotiated Performance Levels and Program Progress and Results

Migrant and Seasonal Farmworkers	0	0	0	0	1
Individuals with Disabilities	218	206	186	223	293
Single Parent	89	90	69	57	64
Youth in foster care of aged out of system	13	15	11	16	13
Not a Secondary School Graduate or Equivalent				242	355
Youth, age <16r	30	16	8	18	24
Youth, age 16-18	262	199	171	186	243
Youth, age 19-24	362	343	248	274	371